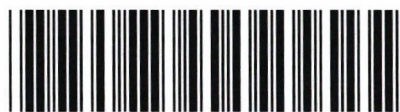


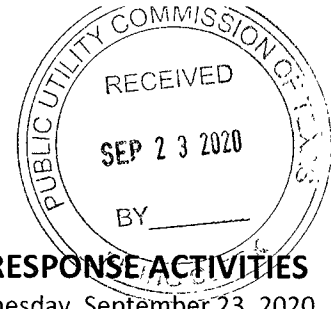


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COVID-19 PANDEMIC RESPONSE ACTIVITIES

Southwestern Public Service Company (SPS), Wednesday, September 23, 2020

SERVICE TERRITORY CASES

	Public Change from Last Report	Employee	
		Active Cases	Recovered
Panhandle	594	1	19
South Plains	835	1	18
New Mexico	287	1	2

STAKEHOLDER COMMUNICATIONS

State EOC

- Enterprise Preparedness – Tuesday and Thursday

PUC/PRC

- Regulatory Affairs – Weekly

City/County

- Community Relations – Weekly

OPERATIONS

General

- All employees mandated to perform coronavirus symptom self-check prior to coming to company offices or the jobsite and during their shift.
- Reentry of Phase 1 Wave 1 employees began on July 6. The employees who are in Wave 1 are unable to perform their entire job duties remotely. Daily “well checks” w/ temperature readings required in addition to numerous other protocols for employee entry. It is planned that Phase 2 and Phase 3 employees will continue to work from home until at least January 2021.
- FR rated face coverings have been distributed to employees working in the field
- Face coverings are required in all company facilities
- Xcel Energy medical coverage expanded to cover all COVID-19 medical costs for those enrolled in medical or retiree medical plans through October 22nd
- Governor Lujan Grisham amended New Mexico’s public health order on September 17th:
 - Youth sports conditioning and skills development permitted
 - Pick your own pumpkin patches permitted to operate
 - Ice skating rinks may operate for practice by reservation only
 - Swimming pools may open with no more than 10 individuals in pool at one time
 - New Mexicans may overnight camp at most state parks (effective Oct 1)
- New Mexico Environment Department (NMED) filed an emergency rule that requires employers to report positive cases the NMED within four hours of being notified of the case, effective August 5.

- On September 17th, Texas Governor Abbott expanded reopening. In hospital regions with hospitalization rates less than 15% for seven consecutive days, businesses can expand occupancy rates to 75%: Retail, Restaurants, Offices, Manufacturers, Museums, Libraries, Gyms. Elective surgeries can begin again in these regions as well. Bars are to remain closed in all regions. In addition, beginning September 24th, all nursing homes, assisted living centers, state supported living centers, and long-term care facilities can reopen for visitation given there are no active cases in the facility.
- Xcel Energy Business travel policy restricts travel to an CDC country Level 3 and DOS Level 4
- Xcel Energy employees are encouraged not to travel to identified restricted regions.
 - Employees who choose to travel to these areas or take a cruise are required not to return to work for two weeks after returning to the United States
- No visitor policy at all locations
- Only vendor delivery of essential goods and services are allowed

Distribution

- Distribution Control Center (DCC) is conducting "well checks" w/ temperature readings for employee entry
- Distribution Control Center (DCC) has completed sequester plan w/trigger
 - Trailer contracts have been established to provide onsite 48-hour delivery upon activation.
- DCC is considered sterile environment with restricted access
 - Employees are cleaning
- Distribution crews have performed and completed infrared (IR) inspections on circuits containing regional hospitals and made all identified repairs.
- Xcel Energy employees will NOT enter residential customer dwellings
- Servicemen are reporting directly from home to job site
- Crews are on staggered start times to increase social distancing
- Design Engineers and Designers working from home but still visiting job sites while maintain social distancing guidelines

Transmission

- Transmission Control Center (TCC) has installed a temperature station for mission critical employees approved to enter the building.
 - All TCC personnel are required to wear masks inside the control room
 - All TCC personnel are cleaning their workspace throughout their shift
- All non-operators are working from home
- Transmission Control Center (TCC) has completed sequester plan w/trigger
- Substation O&M crews and Relay Technicians are reporting from home to job site
 - All personnel are traveling in individual vehicles
- Transmission Construction employees reporting to job site

Energy Supply

- Power plant Control Room Employees have been isolated
- Isolated contractors performing capital work
- Control Room has completing sequester plan with trigger
- Power plant Control Room has cots and food provisions on hand

Supply Chain

- Established work from home guidelines for key vendors and consultants
 - Established vetting of key operational contractors
-

CUSTOMER CARE

Customer Care

- Customer Care agents are scripting customer calls, inquiring if anyone has COVID-19 or is quarantined at the location
 - Informs customer that our worker will not shake hands and will maintain social distance
- Suspension of Disconnection of Service to any residential service
 - TX residential disconnect moratorium expired on August 31. Customer Care will begin sending final notices to customers mid-September with the potential for residential disconnects to begin near the first of October. Customer Care has flexible payment plans in place for customers if needed.
 - NM residential disconnect moratorium is tied to NM Governor's executive orders 2020-004 thru 2020-010 and PRC temporary order until September 18th. The PRC initiated rulemaking that prohibits discontinuation of residential customer utility service for the duration of the time that the governor's executive orders related to covid-19 pandemic are in effect.
- Suppressing New Mexico Residential Late Payment Fees
- Due to staffing issues related to COVID-19 virus quarantine requirements, there is an increase in estimated meter reading in both Texas and New Mexico.

AMARILLO REGIONAL HEADQUARTERS

- Most employees working from home
- Semi-daily cleaning of surfaces
- In-person meetings changed to only phone-in meetings
- Zoom and Teams for business video conferencing applications are in place
- Workout facilities closed
- Social distancing guidelines in place

NOTED ITEMS

General

- Texas medical offices have reached out to notify Xcel Energy it has available tests for critical employees
- New Mexico Department of Health has notified Xcel Energy it will test critical employees. Additionally, the Department of Health has reached out and offered testing and established specific times for testing of utility employees.
- New Mexico Environment Department is requiring employers to report positive cases within four hours of a positive test result.
- Texas and New Mexico mutual Aid employees that arrived home from Louisiana were tested and recorded no positive cases.